

ANA commits to ensuring the comfort and safety of all customers by providing clean and hygienic environments in airports, lounges and on board our aircraft.

Our promise is to create a comfortable and enjoyable experience with an emphasis on safety and peace of mind, which is synonymous with flying ANA. To reassure a comfortable and safe environment for all our passengers on board, we kindly ask our customers to follow our safety [protocols and precautions](#).

We remain passionate about safety and when the time is right to travel again, you can do so with absolute confidence in us. A new standard for air travel starts with ANA.



## Before departure / Check in area

### 1 Wearing of Facial Covering

For safety, passengers are required to wear a facial covering at the airport, lounge, gates, during flight and at baggage claim.

ANA employees will wear facial coverings as well as face shields and goggles depending on the situation.

### 4 Disinfection of equipment

Throughout the day, we thoroughly disinfect equipment and supplies such as check-in machines and wheelchairs.

### 2 Check in

We recommend to check in for your flight via our website or within the ANA app.

Plexiglass or vinyl partitions will be installed at the check in counter.  
\*Limited to certain airports.

### Temperature measurement

Please check your temperature before coming to the airport, and refrain from traveling if you have a fever of 37.5°C (99.5°F) or above.

### 3 Hand Sanitization Dispensers

Placed around the airport for your use.

### 5 Securing Social Distance

We have installed social distance markers for passengers to queue while securing a safe distance.

## Security area



### 1 Temperature measurement

Temperature measurement will be carried out near the entrance of the security check. Currently underway at 6 airports in Japan: Haneda, Narita, Itami, Kansai, Chubu and Fukuoka.

### 2 Installation of disinfectants and hand sanitizers

Hand sanitizer stations will be available throughout the airport.

### 3 Securing Social Distance

We will install social distance markers for passengers to queue while securing a safe distance.



# Lounges

- 1 Wearing of Facial Covering**  
For safety, lounge staff are required to wear a face covering and gloves.
- 2 Installation of acrylic panels**  
Will be installed at the lounge receptions.
- 3 Hand Sanitation Dispensers**  
Will be located at the entrance of the lounge and at the food and beverage area.
- 4 Lounge Services**  
Food and beverage items are individually wrapped, with some services suspended.
- 5 Securing Social Distance**  
We will install social distance markers for passengers to queue while securing a safe distance.

# Gate area



- 1 Wearing of Facial Covering**  
Ground staff and passengers are required to wear a facial covering.
- 2 Installation of acrylic panels**  
Will be installed.
- 3 Precautions on buses**  
With exceptions to bad weather and strong winds, we will open the windows on the bus for ventilation. In addition, we will limit the number of passengers per bus.
- 4 Securing Social Distance**  
Enhanced signage and distance markers will be installed.
- 5 Boarding Procedure**  
We are boarding fewer customers at a time to allow for more distance during the boarding process. We will board back-to-front starting with passengers seated in windows.



# In-flight

- 1 Wearing of Facial Covering**  
Passengers are required to wear a facial covering. Our cabin crew will wear a facial covering and also wear gloves during meal and beverage service.
- 2 Aircraft Cleaning & Disinfection**  
All aircraft are cleaned and disinfected after every international flight. For Japan domestic flights, the cabin will be disinfected every night, and lavatories will be sanitized after each flight.
- 3 Antibacterial Wipes**  
Antibacterial wipes are available in-flight.
- 4 In-flight Service**  
In-flight services such as drinks, meals and Duty-Free Sales may be simplified, adjusted or suspended.
- 5 On-board Air Circulation**  
All aircraft are equipped with the latest High Efficiency Particulate Air (HEPA) filtration systems.

For more information click here:

